



DUTY STATEMENT

Classification: Information Technology Specialist I		Position Number: 835-182-1402-001
Division/Office/Section: AFITS / IT Services / Web Services & Technical Training		
Location: Sacramento	Effective Date:	
Employee's Name:	Supervision Exercised: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Supervisor's Name: Hope Bouné		
Collective Bargaining Identifier (CBID): R01		

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to department policies and procedures regarding attendance, leave, and conduct.

POSITION DESCRIPTION:

Under the general supervision of the IT Supervisor II who manages Web Services & Technical Training, the incumbent acts as a lead in managing CalRecycle's web presence and coordinating and implementing the publishing of web content to the CalRecycle Internet sites, intranet/SharePoint sites, and other web-based services. This involves working in close consultation with many program groups and the Office of Public Affairs to analyze and process their requests to add or modify web content. The incumbent must use their expertise and judgment to ensure the content is incorporated consistently with existing content, as well as implementing federal, state, departmental, and industry standards relating to web site usability, security, and accessibility. Implementing content requests includes using web applicable language skills such as HTML, CSS, JavaScript, and other tools for enhancing website functionality. As a lead, the incumbent handles the most complex requests, delegates work to other webmaster staff, and provides guidance, coordination, and review. As a technical lead, the incumbent also is responsible for monitoring and analyzing website metrics, keeping abreast of standards and best practices, researching new technologies, and preparing recommendations and proposals to management. Incumbent acts as lead in CalRecycle's software testing activities, developing testing plans, compiling team's analysis and reporting findings to the software unit, and CalRecycle management, of the application and software functionality and accessibility.

The incumbent periodically manages web, training, and other technology projects. In addition, the incumbent acts as application administrator for one or more IT-managed software applications and may participate in or lead a test team in analysis and testing of software applications. The incumbent also develops and delivers technical training to CalRecycle staff, as well as authoring technical documentation for both other IT staff and CalRecycle staff.

Duties of this position fall primarily under the Business Technology Management, Software Engineering, Project Management and Client Services domains.

ESSENTIAL FUNCTIONS

50% Website Management and Content Maintenance. Act as a steward of the CalRecycle websites, ensuring they are user friendly and easy to navigate to improve user engagement/experience. Research, review, and analyze new and emerging web-related technologies, services, and standards that may enhance the unit's ability to provide services to CalRecycle programs and their stakeholders and develop proposals to management for implementation when appropriate. Monitor website usage statistics and other metrics and develop reports assessing usage patterns and making recommendations for improvements. Keep abreast of state and industry standards for applicability to CalRecycle and develop proposals to management regarding implementation. Plan future modifications to websites and lead implementation efforts as directed. As a technical lead for web development, oversee work of webmaster staff, and develop the most complex CalRecycle web pages. Evaluate incoming service requests and delegate or handle as appropriate, providing direction, coordination, and review as needed for less senior webmaster staff. Advise and consult with requestors and work with Public Affairs to maintain high levels of usability and to ensure that all web content meets established CalRecycle, State, and industry standards for accessibility. Provide guidance to program staff and management on best practices for web usability and accessibility. Use judgment and expertise to

modify the request in consultation with program staff to meet these goals. Advise on alternate approaches and/or additional tools and technologies that may be useful and follow up with other technical leads as necessary to coordinate assistance. Coordinate with other webmaster staff to ensure coverage of the webmaster mailbox. Ensure that some member of the webmaster team is processing all web content requests and communicating with requestors in a timely manner. Review and correct basic grammar, spelling, and punctuation of web page content and documents using CalRecycle's style standards.

- 20% Software Quality Assurance.** Act as lead for software quality assurance (QA), and a point of contact. Develop, prioritize, and oversee all testing activities carried out by the software testing team including creating test documentation, test execution guidelines, and exit criteria. Compile test analysis and report findings to management and software developers. Define the testing activities for less senior staff on the test team and ensure that team members receive needed training. Keep project management and stakeholders informed of testing status and activities.
- 15% Project Management.** Manage web-related and other technical projects. Determine scope, estimated cost, duration, and milestones; identify and document feasible alternatives, and work with management to determine a course of action. Once a project is approved, work with the project team to conduct detailed analysis and documentation of business requirements and develop documentation as necessary to ensure client and project team understanding of requirements. Maintain the project website that serves as the central repository for all project documentation and as a communication tool for the project team and clients. Perform additional analysis as necessary to clarify/refine requirements and/or evaluate possible scope changes. Coordinate and participate in both internal (IT staff) and client testing. Plan and oversee project deployment and follow-up.
- 5% Application Administration.** Act as application administrator for one or more IT Services-managed applications (off-the-shelf or internally developed). Responsibilities include user support, user security management, user training, technical documentation, user help documentation, troubleshooting, etc.

MARGINAL FUNCTIONS

- 5% Other Duties.** Other duties as required including but not limited to: Provide basic technical assistance to program staff on web-related issues, CalRecycle-managed software applications, office productivity software, and hardware. Occasionally provide or participate in providing brief presentations on technical topics to IT staff. Develop documentation, prepare reports, studies, and issue papers.
- 5% Continuing Education.** Assure that knowledge, skills, and technical competencies are kept up to date through training, research, and self-study.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation:		Date:
Employee Signature:		
I certify that the above accurately represent the duties of the position:		Date:
Supervisor Signature:		
PERSONNEL USE ONLY: This personnel transaction has been reviewed and approved by:		
C&P Analyst:	Date Approved:	

SPECIAL REQUIREMENTS OF POSITION (IF ANY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties performed may require annual physical.
- ☐ Duties require participation in the DMV Pull Notice Program (drives on state business 6 or more time per month).
- ☐ Requires the utilization of a self-contained breathing apparatus.*
- ☐ Operates heavy motorized vehicles.*
- ☐ Requires repetitive movement of heavy objects.*
- ☐ Performs other duties requiring high physical demand.* (Explain below)

*May require a pre-employment medical examination.

ESSENTIAL FUNCTIONS OF POSITION

- ☐ **VISION** – You must have sufficient vision to perform the following duties: identify resource requirements and prepare supporting materials; monitor all division contracts; develop training programs and examination planning; review legislation, prepare and initiate personnel transactions.
- ☐ **HEARING** – Your hearing must be sufficiently acute to perform following duties: perform phone consultations; take oral instructions from division management and personnel in other divisions
- ☐ **SPEECH** – You must have sufficient ability to speak to perform following duties: report budget, personnel, legislation, training, and administrative issues to management; speak on the phone; interact with division staff
- ☐ **CARDIAC/CIRCULATORY SYSTEM** – Your cardiac/circulatory system must be in sufficient condition to perform the following duties:
- ☐ **RESPIRATORY SYSTEM** - Your respiratory system must be in sufficient condition to perform these duties:
- ☐ **ORTHOPEDIC** – You must have the ability to use the following selected body parts – a. neck, b. shoulder, c. arm, d. elbow, e. wrist, f. hand, g. finger, h. spine, i. back, j. hip, k. leg, l. knee, m. ankle, n. foot, o. toe, to perform the following duties: use computer (a, b, c, d, e, f, g); attend meetings (h, i, j, k, l, m, n); and, use of appropriate body parts to perform other duties of this position
- ☐ **MANUAL DEXTERITY** – You must be able to perform the following duties involving manual dexterity: use the computer; telephone, calculator; FAX machine; drive vehicle to meetings, conferences workshops, etc.
- ☐ **BENDING, STOOPING, KNEELING** – You must be able to bend at the knee or waist, stoop, and kneel to perform the following duties:
- ☐ **SITTING OR STANDING** – You must be able to sit or stand for extended periods of time to perform the following duties: attend meetings, tour facilities, sit at desk for extended periods of time to perform division administrative duties that are mandatory for this position
- ☐ **LIFTING** – You must be able to lift up to pounds to perform the following duties:
- ☐ **CONCENTRATION** – You must be able to continuously concentrate to perform the following duties: develop division budget and work plans; research civil service classifications; analyze organizational structure; maintain and develop division administrative policies; develop priorities for use of division's line item expenditures; prioritize and monitor division contracts; develop and coordinate division training programs; review legislation
- ☐ **EQUILIBRIUM/BALANCE** – You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **LOSS OF AWARENESS OR CONSCIOUSNESS** - You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **CONTAGIOUS OR COMMUNICABLE DISEASE** - You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
- ☐ **DRIVING OR OPERATING DANGEROUS EQUIPMENT** – You must be able to drive or operate dangerous equipment to perform the following duties:
- ☐ **Do you have any other physical or mental condition or limitation not listed above that prevent you from performing the essential functions of this position as described in this job description?**

EMPLOYEE CERTIFICATION

- ☐ Yes. I am able to perform all of the above listed essential functions of the position, and have no physical or mental condition or limitation that prevent or otherwise impair me from doing so.
- ☐ Yes, I am able to perform all of the above-listed essential functions of the position, but will require reasonable accommodation in order to do so.
- ☐ No, I am unable to perform one or more of the above-listed essential functions of the position, even with reasonable accommodation.
- ☐ I am not sure if I am able to perform on or more of the above-listed essential functions of the job.

Signature

Date